



**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

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Order Instituting Rulemaking Regarding Policies,  
Procedures and Rules for the Low Income Energy  
Efficiency Programs of California's Energy Utilities.

Rulemaking 07-01-042  
(Filed January 25, 2007)

Southern California Edison Company's (U 338-E)  
Application for Approval of SCE's "Change a Light,  
Change the World," Compact Fluorescent Lamp  
Program.

Application 07-05-010  
(Filed May 10, 2007)

**JOINT RESPONSE OF SAN DIEGO GAS & ELECTRIC COMPANY AND  
SOUTHERN CALIFORNIA GAS COMPANY TO THE QUESTIONS RAISED IN THE  
SEPTEMBER 14, 2007 ADMINISTRATIVE LAW JUDGE'S RULING SEEKING  
RESPONSES TO QUESTIONS ON FURNACE PROGRAMS AND NATURAL GAS  
APPLIANCE TESTING**

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October 16, 2007

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OF THE STATE OF CALIFORNIA**

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**I. Introduction**

Pursuant to the Administrative Law Judge's Ruling (ALJ Ruling) Seeking Responses to Questions on Furnace Programs and Natural Gas Appliance Testing (NGAT),<sup>1</sup> San Diego Gas & Electric Company (SDG&E) and Southern California Gas Company (SoCalGas) (collectively referred to as Joint Utilities) file this joint response to the questions related to the its LIEE program and the effects the NGAT process has on customer access to the Low Income Energy Efficiency (LIEE) program.

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<sup>1</sup> As modified by the October 3, 2007 ALJ Ruling granting motions filed by Association of California Community Energy Services (ACCES) and A World Institute for Sustainable Humanity (AWISH) to extend the due date to October 16, 2007 for filing Opening Comments on the above referenced ALJ Ruling and ALJ Malcolm's Ruling dated September 27, 2007 Seeking Comments on Issues Raised in the KEMA Report and on Natural Gas Appliance Testing Issues. The October 3, 2007 Ruling also extended the due date for Replies for both Rulings until October 23, 2007.

## **II. Response of the Joint Utilities to Questions Raised in the ALJ Ruling**

### **1. What are specific challenges associated with the current NGAT process?**

The Joint Utilities believe that the biggest challenge with the current NGAT process is overcoming the perception of some parties that the pre-weatherization assessment (pre-assessment) and the post-weatherization NGAT conducted under the LIEE program are complicated. The pre-weatherization assessment is comprised of a visual and olfactory evaluation to check for a specific list of conditions the assessor should evaluate when doing the initial assessment in the home. The post weatherization NGAT protocols are straightforward when conducted by a well trained and skilled technician who has a technical understanding of the operational requirements for natural gas appliances.

In its simplest form, the NGAT process is comprised of two major components:

- Pre-weatherization Assessment
- Post-weatherization NGAT

#### Pre-Weatherization Assessment

During the pre-weatherization assessment many conditions within the home are checked to ensure the feasibility of installing infiltration measures. Some of the conditions checked include, but are not limited to:

- Gas leaks
- Inadequate combustion and ventilation air (CVA)
- Improper flue/vent terminations
- Inoperable or inaccessible gas appliances
- Gas clothes dryers within the living space not exhausted outside
- Unvented combustion space heaters within the living space
- Open combustion water heater located in a sleeping area

Before weatherization commences, an installation contractor must determine that these conditions can be corrected within the LIEE program guidelines. If a condition cannot be corrected within program guidelines, infiltration measures cannot be installed in the home. Infiltration measures include:

- Weather stripping doors
- Caulking (e.g., window sills, doors)
- Installing outlet cover plate gaskets
- Installing evaporative cooler and air conditioner vent covers
- Duct testing and sealing

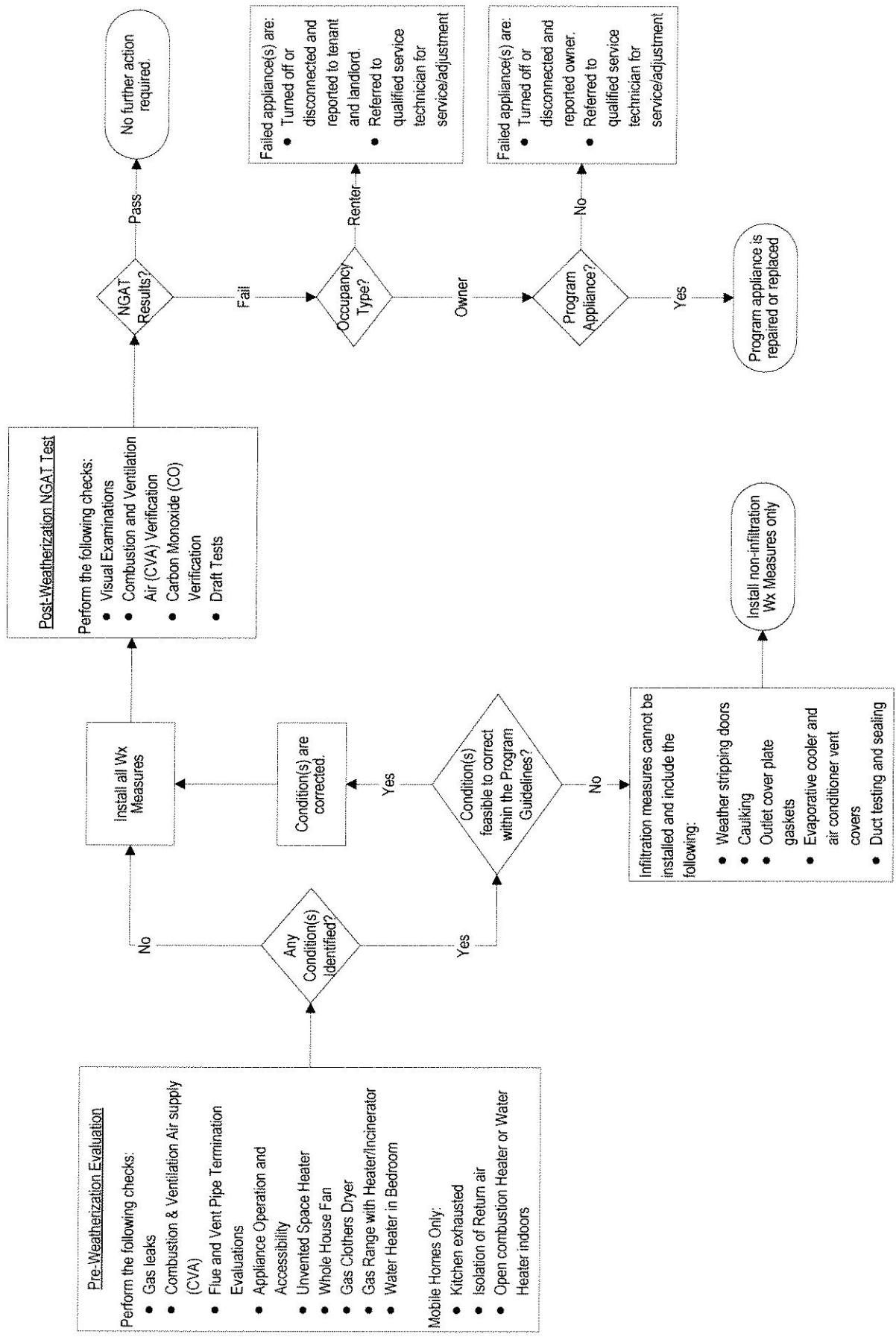
#### Post-weatherization NGAT

Upon the completion of the installation of all weatherization measures a post-weatherization NGAT test is performed. This test is only performed when infiltration measures have been installed and includes the following:

- Testing room ambient Carbon Monoxide (CO) test with all natural gas appliances turned off;
- Checking for gas leaks;
- Analyzing CVA conditions;
- Visually inspecting of appliances (in the off mode), components and flue/vent terminations;
- Testing ambient appliance CO levels with gas appliances operated individually;
- Draft testing on natural draft space and water heating appliances;
- Testing exhaust/flue CO test and draft test on gas fireplace logs; and
- Visually inspecting of appliances when turned on.

Any appliance that fails the post-weatherization NGAT is then handled according to the established program procedures which allows for some appliance repairs and/or replacements. Any appliance that can't be repaired or replaced within the program guidelines is either shut-off or disconnected. The attached flow chart below details the decision matrix for the NGAT process.

# NGAT Process Flow – High Level



## **2) How are low income customers affected by the current NGAT process?**

The NGAT process impact primarily impacts low income customers in two ways. The first impact to low income customers can depend on the outcome of the pre-weatherization assessment. If conditions are present that cannot be corrected within the guidelines of the program the customer may not receive any of the infiltration measures listed in the response to question 1 above.

The second impact to low income customers is isolated to those customers who rent rather than own their residences. If a natural gas furnace or water heater fails the Carbon Monoxide (CO) test during Post Weatherization NGAT, the appliance is tagged as needing repair by a licensed contractor and is shut off or disconnected, and the tenant and landlord or owner are informed of the action taken and why. Renters are excluded from receiving furnace and water heater repair and/or replacement services as providing for space heating and hot water are a responsibility of the landlord per California's Civic Code Section 1941.1. For customers in owner occupied units, these appliances can be repaired or replaced within the program guidelines.

## **3) How can the utilities improve the current NGAT process? In that regard, what, if anything, would the Commission need to order the utilities to do? How would each utility program modification affect customer bills, reduce energy use, or address customer health, safety and comfort?**

Both SDG&E and SoCalGas believe that the current NGAT process as adopted by the Commission is appropriate and ensures that all low income customer homes serviced by the LIEE program are left in a safe and non-hazardous condition upon the completion of services.

However, if the Commission determines that modifications to the NGAT process are needed, SDG&E and SoCalGas believe that in order to ensure the safety of all low income customers participating in the LIEE program and to ensure any modifications result in improvements to the program, a combination of technical experts, utility personnel, installation contractors and members of the CPUC's Energy Division must thoroughly evaluate the potential impacts of any changes recommended for adoption. In the past, this evaluation process was the responsibility of the Standardization team before it was abolished.

Program modifications may potentially result in slight reductions of customer's energy bills and energy use or they could, in certain instances, increase the customer's bill and energy use (e.g., if a furnace has not been used in the past and all of a sudden it begins to be used).

**4) How many residences in your territory received LIEE measures and services during 2006?**

SDG&E and SoCalGas treated 13,771 and 36,870 homes, respectively, in 2006.

**5) How many of the homes served with LIEE services in 2006 had problems with non-infiltration measures? The purpose of this question is related to non-equipment concerns.**

Both SDG&E and SoCalGas find it difficult to respond to this question given that there are various reasons that a home may not receive certain non-infiltration measures. Some of the reasons that may lead to a home not receiving non-infiltration measures include but are not limited to:

- The measure is non-feasible
- The customer refuses the measure
- The measure is already present and therefore not needed
- The measure cannot be installed within the guidelines of the program (e.g., climate zone, manufacture date of an appliance, hours of use)

Generally SDG&E and SoCalGas do not experience problems with program measures – infiltration or non-infiltration and thus, few SDG&E and SoCalGas homes served with LIEE services in 2006 had problems with non-infiltration measures.

**6) How many of the homes served with LIEE services in 2006 were denied services due to an NGAT failure? The purpose of this question is to determine which homes had problems with the equipment itself.**

No homes were denied services or measures that they were eligible for due to an NGAT failure. All homes receive all feasible measures under existing program guidelines. The NGAT test is performed after all infiltration measures have been installed in the home.

As mentioned above, in the case of rentals, a natural gas furnace or water heater will not be repaired or replaced due to a CO Test fail. These appliances are typically tagged and

disconnected or shut off with a notification of the action taken sent to the customer and landlord/owner. Out of an approximate 9,915 renters served by the LIEE program during 2006, SDG&E tagged and disconnected 154 furnaces and 2 water heaters. SoCalGas tagged and disconnected 127 furnaces and 62 water heaters out of 18,067 renters served by the program.

**7) When a house fails an NGAT, how does the utility coordinate with other programs such as LIHEAP?**

Generally, when a home fails NGAT, LIHEAP contractors who are providing LIEE services to customers decide if they can provide additional services to the home under the guidelines of the LIHEAP program. The utilities rely upon the individual LIHEAP contractors' judgment to determine how to fully service a rental unit with an NGAT failure because the LIHEAP contractors are more knowledgeable about the funding availability and/or other LIHEAP requirements applicable to the home in question.

**III. Conclusion**

SDG&E and SoCalGas commend the Commission for its re-evaluation of the NGAT process and its desire to ensure that low income customers reside in safe and non-hazardous conditions. SDG&E and SoCalGas support the current NGAT process and do not believe that there are any significant problems associated with this process. The NGAT process is the result of an extremely active proceeding in which the Commission, utilities, and other interested stakeholders actively participated. SDG&E and SoCalGas look forward to working with the Commission and interested parties in continuing to implement the NGAT process for the best benefit of low income customers.



Respectfully submitted,

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October 16, 2007

## **CERTIFICATE OF SERVICE**

I hereby certify that a copy of **JOINT RESPONSE OF SAN DIEGO GAS & ELECTRIC COMPANY AND SOUTHERN CALIFORNIA GAS COMPANY TO THE QUESTIONS RAISED IN THE SEPTEMBER 14, 2007 ADMINISTRATIVE LAW JUDGE'S RULING SEEKING RESPONSES TO QUESTIONS ON FURNACE PROGRAMS AND NATURAL GAS APPLIANCE TESTING** has been electronically mailed to each party of record of the service list in R.07-01-042 and A.07-05-010. Any party on the service list who has not provided an electronic mail address was served by placing copies in properly addressed and sealed envelopes and by depositing such envelopes in the United States Mail with first-class postage prepaid.

Copies were also sent via Federal Express to Administrative Law Judge Kim Malcolm and Commissioner Dian Grueneich.

Executed this 16<sup>th</sup> day of October, 2007 at San Diego, California.

/s/ Jenny Tjokro  
Jenny Tjokro

## CALIFORNIA PUBLIC UTILITIES COMMISSION

### Service Lists

**Proceeding: R0701042 - CPUC - PG&E, EDISON,**  
**Filer: CPUC - PG&E, EDISON, SOCALGAS, SDG&E**  
**List Name: LIST**  
**Last changed: October 3, 2007**

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